

BCS/INM NEWSLETTER

Vol. 6 – Number 12

BCS – John Barnes • INM – Tom Stevens

December 1, 2011

Happy December 1st

Are you on Santa's good girls and boys list?! Hmm!

Congratulations

"If it is to be – it is up to me!"

ALP = Advanced Leadership Program

CLP = CommScope Leadership Program

ELD = Enterprise Leadership Development - CommScope

EMP = Executive Management Program

IMP = In-house Management Programs

MCG = Managing Change Workshops

PSP = Professional Sales Program

BARTUSH, Mike – (ALP-01) – is now Manager of Sales Operations – OPW-Fueling Components, 9393 Princeton Glendale Rd., Cincinnati, OH 45011 – Bus – 513-870-3151 – Cell – 513-668-7289 – mbartush@opw-fc.com.

BROUCHARD, Pascal – (EMP-13) – is now Supply Chain Director – Mouvex, 2 rue des caillottes, 21 de la plaines des isles, 89000 Auxerre, France – Bus +33-386-498-679 – Cell - +33-677-528-399 – brochard@mouvex.com.

CLEVENGER, Neal – (EMP-17) – is now Director, Business Development – OPW Fluid Transfer Group, 4680 Parkway Drive, Mason, OH 45040 – Bus – 513-207-3550
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COCHEFSKI, Peter – (ALP-01) – is now Managing Director – Ryder Fuel Services, 16155 Park Row, Suite 140, Houston, TX 77084 – Bus – 281-647-8900 ext. 222 – pcochefski@ryderfs.com.

CONN, Brent – (EMP-21) – is now Project Manager – Plex Systems, Inc., 4375 Giddings Rd., Auburn Hills, MI 48326 – Bus – 248-391-7174 – Cell – 248-909-9735 – bconn@plex.com.

KAVALAM, John – (EMP-13) – Vice President Engineering – Weir Specialty Pumps since Oct., 2010, 440 West 800 South, Salt Lake City, UT 84101 – Bus – 801-530-7808 – Cell – 801-824-1185 – john.kavalam@weirgroup.com.

McNEIL, Tom – (ELD-1) – is now Principal Research Scientist – Georgia Tech Research Institute, Signature Technology Laboratory, Centennial Research Bldg., Atlanta, GA 30318-0866 - Bus – 404-407-7923 – Cell – 404-210-0638 - tom.mcneil@gtri.gatech.edu.

SHULTE, Bob – (EMP-09) – is now Chief Project Manager – Volvo Construction Equipment, 312 Volvo Way, Shippensburg, PA 17257 - Bus – 717-532-9181 ext 5006 - Cell – 717-654-7238 - bob.schulte@volvo.com.

VanDeVyvere, Bryan – (EMP-02) – is now Global Project Manager – OPW Fluid Transfer Group, 4304 Mattox Rd., Riverside, MO 64150 – Bus – 816-505-5629 – Cell – 816-678-7050 - bvandevyvere@civacon.com.

VOLAND, Rudolf – (IMP) - is now Product Manager – Pump Solutions Group, Langenfeldstrasse 27, D-45481 Mulheim, Germany – Cell - #49-(0)-171-235-06-53
voland@almatec.de.

WILLIS, Paul – (IMP) – is now Director, Milling & Motor Grader Product Platform – Volvo Construction Equipment, 312 Volvo Way, Shippensburg, PA 17257-9209 – Bus – 717-532-9181 – Cell – 717-860-7229 – paul.willis@volvo.com.

Correction

PUTLINCA, Barna – (PSP-4) – is Artificial *Lift* Engineer and not Artificial Life Engineer at – Oil Lift Technology, Inc., #37 – 19 Aero Drive NE, Calgary, AB, T2E 8Z9, Canada – Bus – 403-291-5301 – Cell – 403-669-1065 – barna.putlinca@oilifttechnology.com – (*Happy Lifting!*)

Seminars in 2012

Executive Management Programs

Class 39

- ▶ Week 1 – Jan. 23 – 27, 2012 ◀
- Week 2 – Apr. 16 – 20, 2012
- Week 3 – Jul. 16 – 20, 2012
- Week 4 – Oct. 15 – 19, 2012
- Week 5 – Jan. 21 – 25, 2013

Class 40

- ▶ Week 1 – Mar. 19 – 23, 2012 ◀
- Week 2 – Jun. 11 – 15, 2012
- Week 3 – Sep. 17 – 21, 2012
- Week 4 – Dec. 10 – 14, 2012
- Week 5 – Mar. 18 – 22, 2013

Class 41

- ▶ Week 1 – Jul. 23 – 27, 2012 ◀
- Week 2 – Oct. 22 – 26, 2012
- Week 3 – Feb. 18 – 22, 2013
- Week 4 – May 20 – 24, 2013
- Week 5 – Aug. 12 – 16, 2013

Class 42

- ▶ Week 1 – Nov. 12 – 16, 2012 ◀
- Week 2 – Feb. 25 – Mar 1, 2013
- Week 3 – Jun. 10 – 14, 2013
- Week 4 – Sep 16 – 20, 2013
- Week 5 – Dec. 9 – 13, 2013

To enroll participants in any EMP class or to obtain detailed information please contact Tom Stevens at 865-458-3429 or email him at – inmco@mindspring.com.

Chronological Calendar – 2011 - 2012

EMP 38/2 – DEC 12 – 16

2012

EMP 35/5 – JAN 16 – 20

EMP 39/1 – JAN 23 – 27

EMP 36/4 – FEB 06 – 10

EMP 37/3 – FEB 20 – 24

PSP 11/4 – MAR 05 – 09

EMP 38/3 – MAR 12 - 16

FMP 40/1 – MAR 19 - 23

EMP 39/2 – APR 16 - 20

Steven's Statement

Miscommunication is a key cause of errors in all occupations. There was a major lack of communication in game 5 of the World Series, where the Texas Rangers beat the St. Louis Cardinals 4-2. This miscommunication led to the Cardinals, not having the right pitchers available for relief appearances in the 8th inning. What happened?

From a news report - St. Louis Cardinals Manager Tony La Russa says a bullpen miscommunication resulted in his inability to use closer Jason Motte in Game 5 of the World Series. Because the Texas Rangers stadium was loud, La Russa had trouble communicating over the "bullpen phone." This phone is used to call from the dugout to the area where pitchers are sitting and waiting to get ready to come into the game.

La Russa called and wanted two pitchers to warm up – Marc Rzepczynski and Jason Motte. However, the bullpen only had Rzepczynski warm up. Rzepczynski was brought into the game, but then La Russa wanted to bring in Motte. "The bullpen didn't hear me say Motte and as a result he wasn't warming up," La Russa said.

Motte, their best relief pitcher, wasn't available, and La Russa had to leave Rzepczynski in the game. He promptly pitched the game winning hit to the Ranger Mike Napoli. An ESPN report said that the Rangers crowd was the loudest it had ever been, making it even harder to hear than usual. Apparently, the bullpen didn't do a verbal read back of the order from La Russa.

La Russa reiterated that he had intended to have closer Jason Motte warming up alongside Rzepczynski, in order to be ready to face Napoli, but that bullpen coach Derek Lilliquist never heard that part of his request. La Russa suggested that he probably spoke Motte's name too late, after Lilliquist had hung up. As great leaders do, La Russa took the blame himself. "Lilliquist felt bad about it," La Russa said, "but I said, Hey, that's my fault."

There was a second communication error in that same inning. With Napoli at the plate, La Russa called the bullpen a second time, again ordering Motte to get ready. Again, Lilliquist apparently misunderstood, handing the ball to a surprised Lance Lynn, who had thrown 47 pitches the game before and was supposed to have the night off. Therefore, a batter later, when La Russa went to the mound and waved in a reliever, Lynn jogged in from the bullpen. "I saw Lynn and I said Oh, what are you doing here?" La Russa said.

Management implications – When we communicate only three things can happen. Of the three only one is good. Complete understanding. The other two are – don't understand and misunderstand. Complete understanding happens only about 1/3 of the time.

A very simple solution to the problem is to ask – "What do you understand I just said?" If La Russa had asked that simple question perhaps the World Series would have turned out differently. Who knows?

How many games have you lost this year? A simple – "what do you understand" could have saved the day.

John's Jottings

Leadership gets a lot of play - it's blamed for things going wrong – "That happened because of poor leadership." It is credited with things working out better than expected – "That's good leadership." It's the fallback explanation for anything we can't understand – "It's a consequence of leadership."

What is leadership? Many of us default to a paraphrase of Supreme Court Justice Potter Stewart's famous statement about pornography, "I can't define leadership but I know it when I see it."

Peter Drucker offers some insights that I want to share. Writing in Managing for the Future, he says, "Leadership is mundane, unromantic and boring. Its essence is performance." He then offers three observations for our consideration.

First, leadership is work. The work is thinking through the organization's mission, defining it and establishing it, clearly and visibly. The leader sets the goals, sets the priorities, and sets and maintains the standards.

Drucker reminds us that effective leaders know they are not in control of the universe - they are often confronted with uncontrolables that must be overcome or adapted to.

This means they often must compromise. But before they do, they think the situation through and in light of what is both desirable and right, they make their decisions.

Drucker says an effective leader's compromises are consistent with his goals and mission, whereas an ineffective leader's compromises tend to veer away from them. He says the leader's first task is to be the trumpet that sounds a clear sound.

The second observation is that true leaders view leadership as responsibility. How many times have you seen leaders who seem to delight in rank and take privileges? The expectations he requires of others he views not appropriate for himself. Not the mark of effective leaders according to Drucker.

Although effective leaders view their role as a responsibility, they do not permit their followers to do as they wish. They expect them to carryout their responsibilities and pursue the mission of the organization. Good leaders know they need able associates. Consequently they seek strength in their teammates. Effective leaders want strong associates - they encourage them, push them, indeed take great pride in them.

But they know that when something goes wrong, they and they alone are responsible. They do not blame others - they accept accountability and set about to make whatever changes are necessary. They don't play the blame game.

Drucker's third observation is that the true leader earns the trust of his followers. To trust a leader is not to like him, nor even to agree with him. Trust is the conviction that what the leader says he does - he has integrity. He walks the talk.

As we end this year and prepare for next, how's your leadership? What parts do you need to shore up?

Bill Gates

Bill Gates, Chairman of Microsoft, gave a Commencement address at a high school. He gave the students eleven rules to remember as they go out into the future.

Rule 1 - Life is not fair - get used to it!

Rule 2 - The world doesn't care about your self-esteem. The world will expect you to accomplish something BEFORE you feel good about yourself.

Rule 3 - You will NOT make \$60,000 a year right out of high school. You won't be a vice-president with a car phone until you earn both.

Rule 4 - If you think your teacher is tough, wait until you get a boss.

Rule 5 - Flipping burgers is not beneath your dignity. Your grandparents had a different word for burger flipping - they called it opportunity.

Rule 6 - If you mess up, it's not your parents' fault, so don't whine about your mistakes, learn from them.

Rule 7 - Before you were born, your parents weren't as boring as they are now. They got that way from paying your bills, cleaning your clothes and listening to you talk about how cool you thought you were. So before you save the rain forest from the parasites of your parent's generation, try delousing the closet in your own room.

Rule 8 - Your school may have done away with winners and losers, but life HAS NOT. In some schools, they have abolished failing grades and they'll give you as MANY TIMES as you want to get the right answer. This doesn't bear the slightest resemblance to ANYTHING in real life.

Rule 9 - Life is not divided into semesters. You don't get summers off and very few employers are interested in helping you FIND YOURSELF. Do that on your own time.

Rule - 10 Television is NOT real life. In real life, people actually have to leave the coffee shop and go to jobs.

Rule - 11 Be nice to nerds. Chances are you'll end up working for one.

(According to Forbes magazine Bill Gates is the richest American living today - (\$59 billion.)

Wealth

You will be interested to know that I have given up several opportunities to become filthy rich. Let me explain – over the past several months I have received emails trying to force money on me –

1. A Vice President of a Nigerian bank informed me that a long lost relative – Carl Stevens – had died and left millions in his bank account. Through persistent effort, the VP had tracked me down as the last living relative of “Uncle Carl.” All I had to do was send him a money order for \$25,000 to cover his out of pocket costs of tracking me down - also a copy of my birth certificate, Social Security number and the wire transfer information of my bank

account and he would immediately wire the money. I wonder why my parents kept “Uncle Carl” a secret?

2. Last week a woman emailed me. After intense investigation, she had picked me out because I was kind, thoughtful, understanding and had integrity. She had been informed she was dying of cancer. She wanted to donate millions of dollars to charity and had selected me to help her. She did not want her husband to know what she was doing as she was independently wealthy and did not want her husband or his family to get her money. She indicated she would email me soon with instructions on how all of this would take place. I was to do nothing except send her my Social Security number and my bank account code to make sure she had the right Thomas C. Stevens. Upon receiving these two items, she would consider it as my agreement to help her give away millions of dollars in a very short time. I am sorry that such a terrific judge of character has incurable cancer. My problem is that I just don't have the time to give all of this money away. For a small fee – to be negotiated – I would be happy to suggest you for this intriguing mission of philanthropy.

3. I also discovered that I had won an International Soccer lottery. There was millions of dollars awaiting me in Europe. The receipt of this money would only take \$15,000 on my part to cover the banking fees of transferring large sums of money to the United States. They needed my bank account information so they could make a direct deposit. This is so much easier than sending me a check and forcing me to go to the trouble of taking it to the bank.

My accountant has advised me that if I accept all this money that is being forced on me it would put me in a bigger tax bracket and would probably require me to hire my own personal accountant. I offered to let him receive the Soccer Lottery money but he refused. Once again, if any of you want to go through all that accounting and tax hassle I would be more than happy to turn the money over to you – for a small fee, of course.

Missing Persons

A special thank you for your assistance in finding a number of our “missing persons.” We truly enjoy hearing from you and being kept up to date on your activities.

“In about the same degree as you are helpful, you will be happy.” Karl Reiland

Merry Christmas & Happy New Year

John and I want to wish each of you the very best for the coming new year. We have enjoyed bringing our babblings to you each month. We are amazed that you continue to read them! This has been a good year for us. We have met so many great people/participants and look forward to the new people/participants we will meet in 2012.

As Alfred Lord Tennyson reminds us –

“Ring out the old, ring in the new,
Ring happy bells, across the snow,
The year is going, let it go,
Ring out the false, ring in the true.”